



Review on Implementation of Management Information Systems at Jambi SAMSAT

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ABSTRACT

The fund reserved to run the government is a critical point in implementing regional autonomy. That fund is supposed to be obtained from the regional income, which is called regional revenue (PAD). Vehicle tax and fee conversion of vehicle ownership managed by Jambi SAMSAT contribute more than 80 % of total regional revenue.

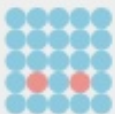
This research is aimed at: (1) investigating the implementation of Management Information Systems (MIS) at Jambi SAMSAT, (2) evaluating the usability of the information systems resources attributes and Information quality produced by MIS implementation at Jambi SAMSAT, and (3) recommending improvement necessary for the MIS.

This research uses a descriptive method through a case study. The data are gathered through form filling, interview, and field observation. Data processing is conducted using "Importance Performance Analysis". This analysis measures two aspects: (1) level of importance and (2) implementation satisfaction.

The results indicate the average score of importance and satisfaction of information systems resources is high. People and data resources are perceived very important. Software, network, and hardware resources are shown not important. The rate of implementation of data resources is perceived very satisfactory, on the other hand people resources is not satisfactory. The rate of implementation of hardware resources is perceived very satisfactory, whereas the implementation of both software and network resources are not satisfactory.

The information quality are scored high on its importance and satisfactory on its implementation. Both time and content dimension of information quality in field are perceived very important. Time Dimension is very satisfactory, but content dimension is not satisfactory. Form dimension is not quite important and the implementation is not satisfactory.

Technical and economic requirements of information systems resources must be fulfilled by Jambi SAMSAT and must be developed in accordance with SAMSAT's vision and mission. The organization should always meet customer's needs to anticipate the global changes.



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